

## **FAMILY AND INDIVIDUAL TRAINING AND PREPARATION (TF2, TFB)**

### **General Description:**

Family and Individual Training and Preparation Services (TFB) are training and guidance services for covered person or family member. For purposes of this service, "family" is defined as the persons who live with or provide care to a person served on the waiver, and may include a parent, spouse, children, relatives, or in-laws. "Family" does not include individuals who are employed to care for the person. Training includes instruction about treatment regimens and use of equipment specified in the plan of care, and shall include updates as necessary to safely maintain the person at home and to maintain the integrity of the family unit. Training may also include instructions on how to access services, how to participate in the self-direction of care, how to hire, fire and evaluate service providers, consumer choices and rights, consumer's personal responsibilities and liabilities when participating in person-directed programs (e.g., billing, reviewing and approving timesheets), instruction to the family, and skills development training to the person relating to interventions to cope with problems or unique situations occurring within the family, techniques of behavioral support, social skills development, and accessing community cultural and recreational activities.

TFB is intended for families who present with considerably more complex or dysfunctional issues than those receiving Family Training and Preparation (TFA) services, and may include families with multiple consumers within the family. Or, families receiving this service have been assessed as requiring a more sophisticated level of training and assistance than those receiving routine TFA services.

Services rendered under this service definition are delivered by Bachelors level staff with considerably greater training and experience than those rendering service under the TFA service definition, including specific topical training in family and individual consultation.

Services may also include those that enhance the person's ability to exercise individual rights as a member of society through self-sufficiency and informed decision-making. Supports include: (a) Training in conflict resolution and mediation of disagreements, and forming a consensus; (b) Identifying, building, and maintaining natural supports; and, (c) Instructing and consulting with families on ways to become as self-sufficient as possible.

The TFB category may be provided to persons and their families that are participating in the Self-Administered Services method through a Contractor operating in the agency-based method.

Persons are excluded from receiving the following waiver services while receiving funding for TFB:

RHS, RHI, HHS, and PPS.

### **Population Served:**

Contractor will serve persons currently receiving services from DHS/DSPD with mental retardation and related conditions (MR.RC) as defined in Utah Administrative Code R539-1.

### **Contractor's Qualifications:**

Contractor shall have all applicable licenses as prescribed in Utah Administrative Code R501 to operate and provide the particular type of services being offered and comply with insurance requirements and any local ordinances or permits. A non-licensed Contractor shall be certified by DHS/DSPD as an authorized Contractor of services to persons with disabilities in accordance with Utah Code Annotated § 62A-5-103.

**FAMILY AND INDIVIDUAL TRAINING AND PREPARATION (TFB)** health and agree to allow DHS/DSPD to bill Medicaid on its behalf for covered Medicaid services included in the rate paid by DHS/DSPD to the Contractor. Contractor shall also agree to participate in any DHS/DSPD provided Medicaid training.

**Staff Qualifications:**

All staff shall demonstrate competency in the services covered by the contract, as determined by the Contractor. In addition all applicable education and training shall be completed before the delivery of any supports to persons and performing any work for persons without supervision.

Contractor shall ensure that family training and preparation staff are trained in the Staff Training Requirements as outlined in applicable Home and Community Based Waiver, rule, statute, and contract.

All Contractor staff providing TFB services must be a professional with a bachelor's degree in social or behavioral sciences or a mental health professional with a master's degree in social or behavioral sciences. Additionally, staff providing this service must complete a training course prescribed by DHS/DSPD and approved by the State Medicaid Agency and must demonstrate competency by successfully completing a learning assessment in related topical area(s) of:

- (1) Self-determination,
- (2) Natural supports, and
- (3) Instruction and/or consultation with families/siblings on:
  - a) Assisting self sufficiency
  - b) Safety

Contractor's staff must pass a Bureau of Criminal Identification (BCI) background check through the DHS, Office of Licensing and have a record of the BCI results in the staff record.

<http://rules.utah.gov/publicat/code/r501/r501-14.htm>

All Contractor staff providing this service must be at least 18 years of age.

**Direct Service Requirements:**

A. Person-Centered Planning: Contractor staff shall participate in and comply with the requirements of the DHS/DSPD Person-Centered Planning Process in providing services.

1. Contractor is responsible for implementing their applicable portion of the Individual Support Plan/Action Plan (ISP/AP). The ISP document may include the following separate documents: Action Plan, Support Strategies, including Behavior Support Plan, Psychotropic Med Plan, Staff Instruction sheet, Data Collection and/or Task Analysis sheet.
2. Once the ISP/AP has been developed, the Contractor must orient the person to that portion of the plan that pertains to them and ensure the person is involved in its implementation.
3. Contractor shall develop Support Strategies for the person. Contractor shall submit Support Strategies and Monthly Summaries to DHS/DSPD.
4. In the case of services that are offered on a recurring basis, the Contractor, as a member of the person's team, is required to meet at least annually (within 12 months of the last Person Centered Process meeting) to review the person's service/support requirements and to make adjustments as necessary based on the person's needs. However, it may meet more often as determined by the person or other members of the team.

B. Health and Safety Requirements

Contractor shall assure that persons receive training in ways to seek and obtain routine and acute medical, dental, psychiatric, or other health-related services, as outlined in the ISP.

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- a. Safely follow physician orders;
- b. Know what prescribed medication is for, if the medication is the right dose, if the medication is taken properly, and know if the medication is taken according to the schedule prescribed by the person's physician; and,
- c. Document the frequency, dosage, and type of medication taken.

Contractor shall notify the Support Coordinator and Representative within 24 hours of the development of any apparent medical need for the person.

Contractor's staff shall assure persons receive training and assistance to:

- a. Identify primary health care practitioners; and,
- b. Obtain dental and physical examinations.

### **Limitations:**

Services and supports provided through the TFB category are intended to accomplish a clearly defined outcome that is outlined in the ISP, including the expected duration of the activity and the measures to be used to gauge progress. The activities will not consist solely of supervision, companionship or observation of the person during leisure and other community events. TFB services are not available to foster families. This service is not available to children in the custody of the State of Utah: DHS/Division of Child and Family Services.

### **Staff Support:**

TFB does not include 24-hour direct care staff support. Actual type, frequency and duration of direct care staff support will be defined in the person's ISP/AP based on the person's selected housing arrangement and assessed needs.